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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Sindhu Joseph et al.

Title: AN AUTOMATED CUSTOMER SUPPORT SYSTEM

Docket No.: (256.095US1)

Serial No.: 09/852,881

Filed: May 10, 2001

Due Date: N/A

Examiner: Unknown

Group Art Unit: Unknown

RECEIVED

MAR 20 2002

Commissioner for Patents
Washington, D.C. 20231

Technology Center 2100

We are transmitting herewith the following attached items (as indicated with an "X"):

A return postcard.
 An Information Disclosure Statement (1 pg.), Form 1449 (1 pg.), and copies of 3 cited references.

Please consider this a PETITION FOR EXTENSION OF TIME for sufficient number of months to enter these papers and please charge any additional required fees or credit overpayment to Deposit Account No. 19-0743.

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
P.O. Box 2938, Minneapolis, MN 55402 (612-373-6900)

By: Prakash Nama
Atty: Prakash Nama
Reg. No. 44,255

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on this 26 day of February, 2002.

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P.O. Box 2938, Minneapolis, MN 55402 (612-373-6900)
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Page 2

S/N 09/852,881



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PATENT

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INFORMATION DISCLOSURE STATEMENT

MAR 20 2002

Assistant Commissioner for Patents
Washington, D.C. 20231

Technology Center 2100

In compliance with the duty imposed by 37 C.F.R. § 1.56, and in accordance with 37 C.F.R. §§ 1.97 *et. seq.*, the enclosed materials are brought to the attention of the Examiner for consideration in connection with the above-identified patent application. Applicants respectfully request that this Information Disclosure Statement be entered and the documents listed on the attached Form 1449 be considered by the Examiner and made of record. Pursuant to the provisions of MPEP 609, Applicants further request that a copy of the 1449 form, initiated by the Examiner to indicate that all listed citations have been considered, be returned with the next official communication.

Under 37 C.F.R. § 1.97(b)(3), it is believed that no fee or certificate is required with this Information Disclosure Statement. However, if an Office Action on the merits has been mailed, the Commissioner is hereby authorized to charge any additional fees or credit any overpayment to Account No. 19-0743.

The Examiner is invited to contact the Applicants' Representative at the below-listed telephone number if there are any questions regarding this communication.

Respectfully submitted,

SINDHU JOSEPH ET AL.

By their Representatives,

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
P.O. Box 2938
Minneapolis, MN 55402
(603) 888-7958

Date

2/27/02

By


Prakash Nama
Reg. No. 44,255

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Commissioner of Patents, Washington, D.C. 20231, on this 25 day of February, 2002.

Prakash Nama



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Sheet 1 of 1

Form 1449*

**INFORMATION DISCLOSURE STATEMENT
BY APPLICANT
(Use several sheets if necessary)**

Atty. Docket No.: 256.095US1

Serial No. 09/852,881

Applicant: Sindhu Joseph et al.

Filing Date: May 10, 2001

Group: Unknown

U. S. PATENT DOCUMENTS

**Examiner Initial	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
OK	5,678,002	10/14/1997	Fawcett, P., et al.	395	183.01	07/18/95
Q	6,145,096	11/07/2000	Bereiter, T., et al.	714	25	05/06/98
W	6,240,420	05/29/2000	Lee, K.	707	102	08/31/98

FOREIGN PATENT DOCUMENTS

**Examiner Initial	Document Number	Date	Country	Class	Subclass	Translation Yes No

OTHER DOCUMENTS

(Including Author, Title, Date, Pertinent Pages, Etc.)

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Examiner

GARG

Date Considered

7/12/2004

*Substitute Disclosure Statement Form (PTO-1449)

**EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.